

**THE TULALIP TRIBES
QUIL CEDA CREEK CASINO
Job Description**

JOB TITLE: QCC Cocktail Server

POSITION NUMBER: ON-GOING

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- * If applicant does not meet education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

SKILLS:

- ☐ Ability to work with a Point of Sales system.
- ☐ Must have good character, be motivated, and hard working.
- ☐ Must have excellent communication and interpersonal skills including tact, patience, and courtesy for dealing with customers and co-workers.
- ☐ Must have neat, clean, and healthy work habits.
- ☐ Must have the ability to demonstrate and promote positive guest relations.
- ☐ Must have basic math skills. **(test required)**

EXPERIENCE:

- ☐ Minimum of six (6) months experience working with the public utilizing customer relation skills.
- ☐ Minimum of six (6) months working experience serving beer, wine and cocktails in a restaurant, lounge or casino setting.
- ☐ Minimum of six (6) months cashiering experience.

OTHER REQUIREMENTS:

- ☐ Must be 21 years of age or older. * **(Please attach proof with application)**
- ☐ Must be able to lift and carry a servers tray weighing up to 30 lbs. on a continuous basis.
- ☐ Must be able to pass an agility exam to determine if physically capable to perform the essential functions of the job.
- ☐ Must be able to obtain and hold a Food Handler's card within 60 days from hire date.
- ☐ Must be able to obtain and hold a Class 12 Liquor permit within 60 days from hire date.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends and/or holidays.
- ☐ Must be able to obtain a Class II certification, and be licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a POS system.
- ☐ Must be able to stand and walk for prolonged periods of time.
- ☐ Must be able to push, pull, bend, stoop and squat on a continuous basis.
- ☐ Ability to lift up to 30 pounds on a continuous basis.
- ☐ Tolerance to be exposed to a smoke filled environment.
- ☐ Tolerance to be exposed to cleaning solvents and detergents on a daily basis.

Tribal Department: Food & Beverage

Employee Classification: Non-exempt

Job Summary: Serves food and drinks to guests demonstrating and promoting positive guest relations. Works with a point of sale system, accepts money, and makes changes when needed. Assists Bartender with stocking, making coffee, and general cleaning.

Employee Reports To: Food & Beverage Lead or designee

Extent of Job Authority: Recommends refusal of service to guests due to intoxication, in accordance with set policies and procedures.

Specific Duties Performed:

1. Demonstrates and promotes positive customer and guest relations.
2. Serves cocktails and food to customers.
3. Prepares and serves espresso beverage menu items as scheduled or requested by Food & Beverage Management.
4. Assists with stocking supplies and making coffee.
5. Keeps work stations clean and sanitary at all times.
6. Assists the bartender with duties as needed or requested.
7. Performs other job related duties as deemed necessary or requested by Food & Beverage Management.

Terms of Employment: This is a Regular Full-time position requiring 40 hours per week or 2080 hours per year.

Pay Range: \$8.57 per hour

Opening Date: ON-GOING

Closing Date:

Please return your completed application to the Tulalip Resort Casino Receptionist by the closing date and time.

*** Required documents must be submitted prior to interviewing***